

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A method of administering managed systems in a managed network using a voice interface comprising:

~~storing configuration information~~ a system speech profile corresponding to at least ~~one each~~ managed system;

automatically generating a grammar and a speech dialog for each managed system using the ~~configuration information~~ system speech profile;

receiving a voice telephone call from a system administrator ~~remote user~~;

authenticating the system administrator;

receiving, over the voice telephone call, ~~user a~~ first speech input selecting a managed system;

recognizing the ~~user~~ first speech input to identify the selected managed system;

loading a corresponding grammar and speech dialog for the selected managed system; and

receiving a second speech input from the system administrator specifying an administrative function to be performed on the selected managed system;

converting the second speech input to a textual representation using the grammar;

matching the textual representation with an administrative command corresponding to the selected managed system;

providing the administrative command to the selected managed system;

receiving a response from the selected managed system;

extracting text information from the response; and

rendering an audio representation of the extracted text information and playing back to the system administrator

~~interacting with the user over the voice telephone call using the grammar and speech dialog.~~

2. (Cancelled) .

3. (Currently Amended) The method of claim [[2]] 1, said matching step further comprising formatting the administrative command using a system management protocol corresponding to the selected managed system to generate the administrative command.

4. (Currently Amended) The method of claim [[2]] 1, wherein said matching step first selects a set of administrative commands corresponding to the selected managed system from which to match the textual representation.

5. (Currently Amended) [[A]] The method of claim 1, further administering systems in a managed network comprising:

adding a new managed system to the managed network including:

~~storing a system speech profile for each managed system within a managed network;~~

~~connecting [[a]] the new managed system to the managed network;~~

~~detecting the new managed system; and~~

~~loading the a system speech profile for the detected managed system; and~~

~~automatically creating at least one grammar and at least one system prompt corresponding to the detected managed system for use in processing speech inputs from a remote user accessing the detected managed system via a voice telephone call.~~

6. (Currently Amended) A ~~network management~~ system of administering managed systems in a managed network using a voice interface comprising:

a configuration data store ~~having stored therein~~ a system speech profile for each managed system to be managed;

an autonomic agent capable of communicating with each managed system to be managed, wherein said autonomic agent automatically generates a grammar and a speech dialog for each managed system using the system speech profile profiles; and

a telephony manager configured to ~~answer~~ receive a voice telephone call from a system administrator remote user, identify a managed system from user a first speech input of the system administrator received over the voice telephone call, and obtain from said autonomic agent a grammar and speech dialog corresponding to the identified managed system;

wherein said telephony manager interacts with the ~~user~~ system administrator using the grammar and speech dialog such that the ~~user~~ system administrator can instruct the autonomic agent to initiate administrative functions on the identified managed system based on ~~the user a second speech input of the system administrator~~ received over the voice telephone call;

wherein the telephony manager includes a speech recognition engine for receiving a speech input from the system administrator and converting the speech input to a textual representation using the corresponding grammar, and a text-to-speech engine for rendering an audio representation of text information extracted from a response from the managed system and playing back to the system administrator.

7. (Currently Amended) A system for administering managed systems in a managed network using a voice interface comprising:

~~means for storing configuration information~~ a system speech profile corresponding to ~~at least one each~~ managed system;

~~means for automatically generating a grammar and a speech dialog for each managed system using the configuration information~~ system speech profile;

~~means for receiving a voice telephone call from a system administrator remote user~~;

means for authenticating the system administrator;

~~means for receiving, over the voice telephone call, user~~ a first speech input selecting a managed system;

~~means for recognizing the user~~ first speech input to identify the selected managed system;

~~means for loading a corresponding grammar and speech dialog for the selected managed system; and~~

means for receiving a second speech input from the system administrator specifying an administrative function to be performed on the selected managed system;

means for converting the second speech input to a textual representation using the grammar;

means for matching the textual representation with an administrative command corresponding to the selected managed system;

means for providing the administrative command to the selected managed system;

means for receiving a response from the selected managed system;

means for extracting text information from the response; and

means for rendering an audio representation of the extracted text information and playing back to the system administrator

~~means for interacting with the user over the voice telephone call using the grammar and speech dialog.~~

8. (Cancelled).

9. (Currently Amended) The system of claim ~~[[8]]~~ 7, said means for matching further comprising means for formatting the administrative command using a system management protocol corresponding to the selected managed system to generate the administrative command.

10. (Original) The system of claim 9, wherein said means for matching first selects a set of administrative commands corresponding to the selected managed system from which to match the textual representation.

11. (Currently Amended) ~~[[A]]~~ The system of claim 7, further for administering systems in a managed network comprising:

~~means for a storing system speech profile for each managed system within a managed network;~~

means for connecting a new managed system to the managed network;

means for detecting the new managed system; and

means for loading ~~the~~ a corresponding system speech profile for the detected managed system; ~~and~~

~~means for automatically creating at least one grammar and at least one system prompt corresponding to the detected managed system for use in processing speech inputs from a remote user accessing the detected managed system via a voice telephone call.~~

12. (Currently Amended) A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

~~storing configuration information~~ a system speech profile corresponding to at least one each managed system;

~~automatically generating a grammar and a speech dialog for each managed system using the configuration information~~ system speech profile;

~~receiving a voice telephone call from a system administrator remote user;~~

~~authenticating the system administrator;~~

~~receiving, over the voice telephone call, user a first speech input~~ selecting a managed system;

~~recognizing the user first speech input to identify the selected managed system;~~

~~loading a corresponding grammar and speech dialog for the selected managed system; and~~

~~receiving a second speech input from the system administrator specifying an administrative function to be performed on the selected managed system;~~

~~converting the second speech input to a textual representation using the grammar;~~

~~matching the textual representation with an administrative command corresponding to the selected managed system;~~

~~providing the administrative command to the selected managed system;~~

~~receiving a response from the selected managed system;~~

~~extracting text information from the response; and~~

~~rendering an audio representation of the extracted text information and playing back to the system administrator~~

~~interacting with the user over the voice telephone call using the grammar and speech dialog.~~

13. (Cancelled).

14. (Currently Amended) The machine readable storage of claim ~~[[13]]~~ 12, said matching step further comprising formatting the administrative command using a system management protocol corresponding to the selected managed system to generate the administrative command.

15. (Original) The machine readable storage of claim 14, wherein said matching step first selects a set of administrative commands corresponding to the selected managed system from which to match the textual representation.

16. (Currently Amended) ~~[[A]]~~ The machine readable storage of claim 12, further having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform comprising the steps of:

adding a new managed system to the managed network including:

~~storing a system speech profile for each managed system within a managed network;~~

~~connecting ~~[[a]]~~ the new managed system to the managed network;~~

~~detecting the new managed system; and~~

~~loading the a system speech profile for the detected managed system; and~~

~~automatically creating at least one grammar and at least one system prompt corresponding to the detected managed system for use in processing speech inputs from a remote user accessing the detected managed system via a voice telephone call.~~

17. (Currently Amended) The method of claim 1, wherein the stored ~~configuration~~ information system speech profile for each managed system comprises voice print information associated with one or more users permitted to access the managed system, the ~~method~~ authenticating step further comprising:

prior to the step of loading, determining whether the user is permitted to access the selected system based on a comparison of the received user speech with the voice print information associated with the selected system.

18. (Cancelled).

19. (Currently Amended) The ~~method~~ system of claim 6, wherein the speech system profile for each managed system comprises voice print information associated with one or more users permitted to access the managed system, and wherein the autonomic agent is configured to respond to the user only if the user speech inputs match the voice print information in the system profile.